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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Appl. No. : 09/235,065
Applicant : DENTON et al.
Filed: : January 21, 1999
TC/A.U. : 2642
Examiner: : Knowlin, Thjuan P.
Docket No. : 4366-27
Customer No. : 48500
Title: : "CALL CENTER TELEPHONE AND DATA FLOW CONNECTION
SYSTEM"

<p align="center">CERTIFICATE OF FACSIMILE TRANSMISSION</p> <p>HEREBY CERTIFY THAT THIS PAPER IS BEING FACSIMILE TRANSMITTED TO THE UNITED STATES PATENT AND TRADEMARK OFFICE TO (703) 872-9306 ON 3/17/05.</p> <p align="right">SHERIDAN ROSS P.C.</p> <p>BY: <u><i>[Signature]</i></u></p>

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL

Dear Sir:

Applicant submits this Amendment After Final to address the Office Action having a mailing date of January 26, 2005. Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.